

Exeter Community Hospital - Outpatients - 'Friends and Family Test' - Jan-15 to Jun-15

We would like you to think about your recent experiences of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Jan-15	5	100.0	0.0	0.0
Feb-15	3	100.0	0.0	0.0
Mar-15	6	100.0	0.0	0.0
Apr-15	13	100.0	0.0	0.0
May-15	14	85.7	7.1	7.1
Jun-15	18	100.0	0.0	0.0

Qualitative Feedback - Jan-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jan	Not entered	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
2	Jan	Not entered	Extremely likely	Received with respect and kindness. Concern to discover reasons for my problems very evident.		Female	over 65	White British	No tick
3	Jan	Not entered	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	Jan	Not entered	Extremely likely	Good service. Friendly staff.		Female	over 65	White British	No tick
5	Jan	Not entered	Extremely likely			Male	over 65	White British	No tick

Qualitative Feedback - Feb-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Feb	Not entered	Extremely likely	Care and efficiency and help.		Male	over 65	White British	No tick
2	Feb	Not entered	Extremely likely	Everyone is very nice to you.		Male	over 65	White British	No tick
3	Feb	Not entered	Likely	Caring attention.		Female	over 65	White British	No tick

Qualitative Feedback - Mar-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Mar	Physiotherapy	Extremely likely	Helpful, friendly and reassuring practitioners.		Female	36-45	White British	No tick
2	Mar	Physiotherapy	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
3	Mar	Physiotherapy	Likely	Was made to feel they		Female	over	White	No tick

				cared about me and my problems.			65	British	
4	Mar	Physiotherapy	Likely	Excellent service.		Female	46-55	White British	No tick
5	Mar	Ultrasound	Extremely likely	Prompt and efficient service.		Male	over 65	White British	No tick
6	Mar	Ultrasound	Likely	Appointment was on time - no waiting. Staff very caring.	No.	Female	over 65	White British	No tick

Qualitative Feedback - Apr-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Not entered	Extremely likely	I found the physio very helpful in his explanations. He had a very pleasant manner and gave me some exercises and confident things would improve.	It would have been helpful to have signage to the toilet.	Female	56-65	White British	No tick
2	Apr	Not entered	Extremely likely	J. has been very caring and helpful - much nicer rooms - more private.		Female	over 65	White British	No tick
3	Apr	Not entered	Extremely likely	Doctor was very thorough in his examination and explained everything		Female	over 65	White British	No tick

				very clearly. Thank you.					
4	Apr	Not entered	Extremely likely	All the staff are very good and friendly.					No tick
5	Apr	Not entered	Extremely likely	Because the reason is very good staff.	No.	Female	over 65	White British	No tick
6	Apr	Not entered	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
7	Apr	Not entered	Extremely likely	Very good care and kind staff.	The accommodation could certainly be improved.	Female	over 65	White British	No tick
8	Apr	Not entered	Extremely likely	The staff are very helpful and kind.	No.	Female	over 65	White British	No tick
9	Apr	Not entered	Extremely likely	Everyone is so friendly and caring.			over 65	White British	No tick
10	Apr	Not entered	Likely	Very good reception nurses.			over 65	White British	No tick
11	Apr	Not entered	Likely			Male	over 65	White British	No tick
12	Apr	Not entered	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
13	Apr	Physiotherapy	Extremely likely			Male	56-65	White British	No tick

Qualitative Feedback - May-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	May	MSK Physiotherapy	Extremely likely	I have no complaint about the service.		Female	56-65	Asian / Asian British	No tick
2	May	MSK Physiotherapy	Extremely likely	Very efficient service.		Male	56-65	White British	No tick
3	May	MSK Physiotherapy	Extremely likely	Friendly, courteous, very competent, knowledgeable.					No tick
4	May	MSK Physiotherapy	Extremely likely			Female	over 65	White British	No tick
5	May	MSK Physiotherapy	Extremely likely	Courtesy and very knowledgeable physio.		Male	36-45	White British	No tick
6	May	MSK Physiotherapy	Extremely likely	Satisfied customer.		Male	26-35	White British	No tick
7	May	MSK Physiotherapy	Likely	Good, helpful staff, appointments on time which requires less time off.	Evening / weekend appointments.	Male	56-65	White British	No tick
8	May	Not entered	Extremely likely			Female	over 65	White British	No tick
9	May	Not entered	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public

10	May	Not entered	Neither likely nor unlikely		Parking terrible here.	Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
11	May	Physiotherapy	Extremely likely	Very helpful and informative.					No tick
12	May	Physiotherapy	Extremely likely			Male	over 65	White British	No tick
13	May	Physiotherapy	Extremely likely	Response and professionalism of staff. Good advice and patience given to me. Good explanation of exercises given. Many thanks. Kind.		Male	56-65	White British	No tick
14	May	Physiotherapy	Extremely unlikely	No system to alert staff to your presence. Everyone but the person expecting you completely ignores you. No-one takes the trouble to connect you with your appointee irrespective of your time in reception or how many times they walk past.	Put in a buzzer. Tell everyone that they all have a part to play in client experience.	Male	46-55		No tick

Qualitative Feedback - Jun-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jun	Not entered	Extremely likely	Very friendly staff.		Male	over 65	White British	No tick
2	Jun	Not entered	Extremely likely				over 65	White British	No tick
3	Jun	Not entered	Extremely likely	Kind and caring staff.	The facilities afforded by the building could be improved.		over 65	White British	No tick
4	Jun	Not entered	Extremely likely	Everyone was so friendly.	No.	Female	over 65	White British	No tick
5	Jun	Not entered	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
6	Jun	Not entered	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
7	Jun	Not entered	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public

8	Jun	Physiotherapy	Extremely likely	Very good.		Male	over 65	White British	No tick
9	Jun	Physiotherapy	Extremely likely			Female	56-65	White British	No tick
10	Jun	Physiotherapy	Extremely likely	Physio courteous and went at a suitable pace.		Female	over 65	White British	No tick
11	Jun	Physiotherapy	Extremely likely	Friendly and helpful.		Female	over 65	White British	No tick
12	Jun	Physiotherapy	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
13	Jun	Physiotherapy	Extremely likely	I was given specific exercises to do which help me. Listened to me.			56-65	White British	No tick
14	Jun	Physiotherapy	Extremely likely	Information as to regards condition, causes + exercise to remedy or ease pain (keep it moving).					No tick
15	Jun	Physiotherapy	Extremely likely	An excellent service with K. who is at Mount Pleasant Health Centre on certain days of the week.	Is it possible to make use of a cancellation service?	Female	over 65	White British	No tick
16	Jun	Physiotherapy	Extremely likely	The physio was helpful, informative + friendly. Only gripe is the extremely long wait for a first appointment. Only exacerbates the	Quicker first appointment. Having changed my initial visit due to work commitments, I waited over 3 months to be	Male	46-55	White British	No tick

				problem. Why can't it be sooner?	seen for a sports injury. V. poor.				
17	Jun	Physiotherapy	Likely	Friendly locum staff seen so far who seem to be interested in helping.					No tick
18	Jun	Physiotherapy	Likely			Female	36-45	White British	No tick